

Habitare Homes Limited: Service Standards

Version:	3.0
Author:	Operations Director
Policy Owner:	Board
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Approved by:	Board

1 | Introduction

- 1.1. Habitare Homes Limited ("Habitare") will work with our Managing Agents and residents to deliver a high-quality service. These Service Standards set out the level of service that our residents can expect from us. They describe the high-quality service we commit to delivering and outline how we will be responsive to our residents' needs.

2 | Scope

- 2.1. This Policy applies to all Managing Agents acting on behalf of Habitare, and sets out the minimum Service Standards to be delivered in the following four key areas:
- Customer service
 - Estates and communal services
 - Repairs and maintenance
 - Leasehold management services and service charges
- 2.2. We welcome feedback from residents on these standards and will work with our residents to ensure these standards meet their expectations.

3 | Purpose

- 3.1. The purpose of this Policy is to set minimum Service Standards to be delivered by our Managing Agents across four key areas of our business, ensuring residents receive a consistently high level of service.

4 | Relevant Legislation

- 4.1. This Standard should be read in conjunction with the legal and regulatory documents listed below:

- Regulator of Social Housing (RSH) Consumer Standards (revised 2024), specifically:
 - Transparency, Influence and Accountability Standard
 - Neighbourhood and Community Standard
 - Tenancy Standard
 - Home Standard
- RSH Tenant Satisfaction Measures (TSMs) (2023)
- Landlord and Tenant Act 1985 – service charges, repairs obligations
- Landlord and Tenant Act 1987 – right to manage, service charge consultation
- Housing Act 1985 / 1988 / 1996 – tenancy and housing management framework
- Building Safety Act 2022 – resident engagement and safety obligations
- This policy should be read in conjunction with the following policies:
 - Neighbourhood and Community Policy
 - Tenancy Policy
 - Complaints Policy
 - Arrears Policy

5 | Our responsibility

5.1. Customer Service

Our Managing Agents will:

- Provide a comprehensive 'welcome pack' for new residents
- Offer customers a range of ways to contact their Managing Agent, including email and telephone
- Provide an 'out of hours' service for emergencies
- Acknowledge all correspondence within 2 days
- Respond to all correspondence within 10 days
- Welcome feedback on our service and constantly strive to improve our performance

5.2 Estates and Communal Services

Our Managing Agents will:

- Maintain estates and communal areas to a high standard and complete any repairs in accordance with the timescales below
- Keep customers updated on how we are tackling any concerns they raise about our neighbourhoods or about anti-social behaviour

- Consult customers on proposed changes to the neighbourhood management services we provide

5.3 Repairs and Maintenance

Our Managing Agents will undertake repairs and maintenance in accordance with our Repairs and Maintenance Policy:

- Attend emergency repairs within 24 hours
- Complete urgent repairs within 7 working days
- Seek to complete routine repairs within 30 working days and as soon as possible at times that are convenient for customers
- Aim to complete at least 85% of repairs the first time and agree any follow up repairs required with the resident
- Ensure contractors carry identification and treat your home and belongings with respect
- Monitor customer satisfaction with the repairs service and use customer feedback to improve our repairs and maintenance service

5.4 Management Services and Service Charges

Our Managing Agents will:

- Offer a range of ways to pay your service charges and rent, including by direct debit, online and through a cash payment service
- Provide an explanation of how your rent and service charges are calculated every year
- Sign-post to relevant agencies if you are having difficulty in paying your service charges and rent

In relation to service charges, our Managing Agents will:

- Provide a service charge statement at least once each year
- Issue your estimated annual service charge on a timely basis each year
- Issue your actual service charge (for the previous financial year) within six months of the end of the financial year
- Provide you with written explanations of both your estimated and actual service charges
- Provide you with a breakdown of any day-to-day repairs if requested and if included in your service charge
- Consult in line with statutory requirements, good practice and the requirements of your lease

6 | Policy Monitoring and Performance

- 6.1. The Board has overall responsibility for this policy.

- 6.2. This policy will be reviewed every 2 years or when there is a change in circumstances or the introduction of new legislation.

Version Control

Date	Amendment	Version
April 2022	New policy initiated	V1.0
April 2024	Policy reviewed	V2.0
June 2026	Policy updated into new template	V3.0